

“We Simplified Our Universe...  
So That You Could Improve Yours”



# DIVERSITY AND INCLUSION

Lean Excursions for  
Success and Sustainability



A division of CMA Enterprise  
Incorporated

# About Us



CMA Enterprise Incorporated is a Process and Performance Improvement Consulting firm. We specialize in raising your levels of maturity and enhancing your capability and capacity. Our approach is to use methodologies tied to the performance and process improvement disciplines that delivers AHA Moments™ again and again.

At CMA our reputation in the marketplace is that we are known for bringing our clients' organizations full circle so that we can move you forward. Our value proposition is ...

- Reliability
- Accuracy in Solutions Delivery
- Integrity
- Results Oriented
- Professional and Experienced

As a boutique Performance and Process Improvement Consulting Firm headquartered in Davie, Florida our clients receive a personal touch when it comes to service.

Our Team focuses on leading mid-sized and participating in teaming engagements that enables us to facilitate the following for our clients...

- *Mitigate challenging processes and performance issues within your organization,*
- *Facilitate Lean Six Sigma Certification Training and Project Coaching*
- *Recommend cost savings measures for ongoing sustainable improvement,*
- *Facilitate organization and workforce cultural transformation and diversity & inclusion framework,*
- *Enhance and identifying revenue streams when needed,*
- *Develop and/or review operating policies and Procedures for continuity and consistency in your operations,*
- *Maximize your leadership talent through one on one coaching and workforce training*
- *EEO Compliance Technical Assistance*
- *Resolve Conflict with proactive alternative dispute resolution*
- Project Management and Technical Assistance



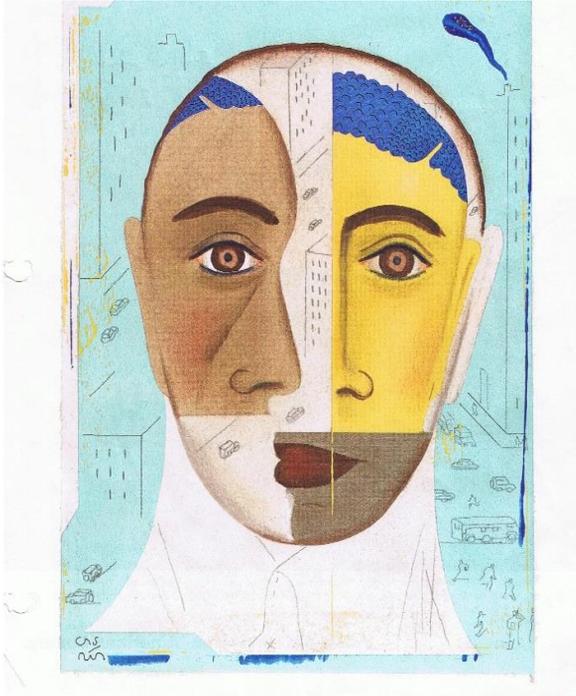
## Why Train with CMA's Diversity and Inclusion Programs?

CMA offers a unique remedy that provides our clients with the ease of understanding the concepts and methodologies introduced. By simplifying our universe, we have been able to help you improve yours with sustainable results. Your ROI is immediate because with we provide you with the support you need to be successful in your Journey.

- CMA Excursions ensure that you are able to walk before you run
- CMA brings Diversity and Inclusion to you translated into everyday business language and workplace scenarios
- If you have completed the course activities, you are prepared to enter the workplace with your eyes open wide.
- Case Studies are used to present tolerance and sensitivity and most important awareness in safe training environments. Clients achieve a better ROI when they are able to process without repercussions.
- Our training team is comprised of experienced professionals and practitioners.



# CMA Training Philosophy



It is the philosophy of CMA to incorporate a safe environment for all levels of participants. We are sensitive to the issues of our clients' work environments and base our trainings as solutions based forums while teaching practical skills to overcome future challenges that may occur.

Our trainers are also instructed to be aware of issues that require the direct attention of Human Resources and/or the Legal Departments respectively which is why we take great care in our pre-training client coaching sessions.

With respect to the topic of Conversations on Race and Cultural Relations in the Workplace the CMA Team is aware that everyone starts at different points of consciousness. Based on this, we customize our modules to safely "touch" our participants at different points along the learning path presented.

## Our Approach

Our highly interactive sessions are available in two-, four- and eight-hour modules. Online equivalency courses are also available for comparable impact.

It is recommended that manager/supervisor sessions be no less than eight hours. The general workforce sessions are usually three to four hour modules at a minimum.

Customization of course design and length can be entertained upon request.

Participant Materials may include:

- Participant Guides
- Reference Articles (for managers where applicable)
- Self-Assessment Tools (where requested)

Presentation mediums include, but may not be limited to:

- Flip Charts (2)
  - Videos
  - Short Lectures
  - Diversity Games and Activities
  - Small/ large group discussions
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- The recommended class size is 30 participants for this topic.
  - Online is unlimited.

# Diversity and Race Relations Training (a community dialogue)

- The course is designed to orientate participants on some of the reasons why we encounter conflict and misunderstanding in the workplace and in our personal lives.
- The session, which has leadership and general workforce tracks that are intended to emphasize the importance of...
- “what is my own inventory of understanding as it relates to other cultures and ethnic groups”...
- “what exposure or lack of have I had that makes me reactive or proactive in situations with individuals that are “different” from my orientation?” ...
- “How do I expand my inventory of understanding about those around me?”
- Topics include...
- History as we know it...
  - What’s Your Story?
- Privilege... Is it a perception or a reality? And who really has the advantage?
- The Changing Faces and Times in America...Are we really a Melting Pot?
- Faces... Each one has a story to tell
- Hot Buttons and Red Flags... raising awareness and sensitivity
- So... How do we truly get ALONG??? How do we level the “PLAYING FIELD???”
  - Building the foundation for inclusion

# Diversity and Awareness Training (Sensitivity)

- Our trainings are customized based on the need of the client's environment. This listing reflects a sampling of some of the topics that are facilitated.

The proposed topics covered in the respective sessions are described below.

- Stereotypes and Biases: Generations of beliefs that we own
- Understanding that our perceptions can be our realities in spite of the facts
- Discriminatory Practices: The root causes when appreciation is absent from the equation
- Building strategies for dialogue
- “In Your Shoes” scenarios that invite role reversals
- Understanding how and why we build racial and cultural inventories
- “Not knowing that you don't know” can get you in trouble
- Dealing with the mythology of people with disabilities
- English as a Second Language: Restriction or Opportunity
- Peer today... Boss tomorrow

- Other topical discussions that are included in our customized training excursions include but are not limited to..,
- Cultural Competence
- Discrimination defined...
- Equality vs Equity
- Disparate Treatment
- The elements of Culture... a gauge for your success
- Integrating Inclusion into the Fabric of your Operation
- Diversity understood



## EEO Compliance Training

Topics include but are not limited to...

- EEO Policies and Procedures (internal)
- EEO/Labor Laws
- Case Studies
- Civil Treatment
- Company best practices



# Supplier Diversity

- Our Team works with Clients to build and enhance your Supplier Diversity Initiatives. Services include...
- Vendor OnBoarding Training
- Buyer/End-user Training
- Mentor/Protégée Programs
- Spend Tracking
- Outreach Strategic Plans



## Corporate Diversity In-House Training highlights...

- Best Practices Mission and Vision Statement
- Supplier Diversity Policies and Guidelines
- In/ and Outreach Strategies
- Quality Assurance
- Program Management
- The use of technology
- Vendor selection criteria
- Training (corporate and supplier)
- Mentor/ Protégée initiatives
- Building and maintaining a balanced scorecard
- Procurement Card privileges
- Branding a Supplier diversity program

## Vendor (existing and prospective) Training includes...

- Getting to know our Company
- Our Expectations of our Vendors
- Registering as a Diverse Supplier
- The Vendor Registration Process
- Assessing Your Risk to Do Business
- Is Your Product/Service “Shelf Ready”?

## “We are the Organizers of Your Business Puzzle”

~ *Gail P. Birks, President*



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